The background of the slide is a composite of four panels. The left panels (top-left and bottom-left) feature a green-tinted image of binary code (0s and 1s) arranged in a perspective that recedes into the distance. The right panels (top-right and bottom-right) are a dark blue-green color with faint, curved, light-colored lines that sweep across the space. A central yellow rectangular box contains the title text.

Tucson City Court-Annual Administration Report Fiscal Year 2009

Introduction

In Fiscal Year 2009, the Court made progress with several on going projects. Our Electronic Document Management (EDMS) Project took important steps forward, along with our Photo Enforcement Project (as further outlined on pages 3 and 4).

As with other agencies, FY 2009 brought concerns regarding budget and expenditures. As we addressed cost saving measures for both FY 2009 and FY 2010, as outlined on page 5, we looked at all areas including personnel, supplies and services. We eliminated vacant positions, reduced office supplies and made adjustments to services and/or service contracts.

Additionally we asked staff for cost-savings suggestions, which yielded some valuable ideas that were put to use.

In FY 2009, our overall revenue continued to show increases over previous years. Even though our parking revenue decreased, our defensive driving revenue increased by more than 60%. The continued increase probably can be attributed to the Photo Enforcement Program. Since the program began in August 2008, we have seen dramatic increases the last two fiscal years in people choosing to attend a defensive driving class.

In FY 09, customer service remained a top priority where we saw an increase in the number of charges being filed. Although there was an increase in workload, we were faced with a decrease in staff. We continue to see an increase in the number of motions being filed, along with the number of visitors to the building. However in the face of budget concerns, we were forced to eliminate vacant positions.

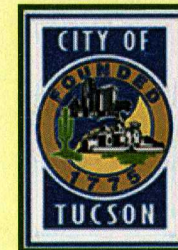
In closing, we hope that you find the following information and statistics both informative and helpful.

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2	Introduction
3	Projects
7	Financial Matters
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Cover Design

The Annual Report cover design represents the Court's quest into the Information Technology world in hopes of improving our efficiency and accountability.



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Projects

Electronic Document Management (EDMS)

In late 2006, Tucson City Court began researching Electronic Document Management Systems (EDMS) in an effort to become a paperless court. We also felt that utilization of an EDMS would allow us to meet the following goals:

- Provide solutions to the Court's record storage challenges.
- Expand and improve information made available to the public.
- Enable electronic filing of documents to the court.
- Expand and improve data exchange and communications with outside agencies.
- Improve staff efficiency and accountability.
- Improve customer service.
- Manage the Court's case files and legal documents in a more efficient and reliable manner.
- Manage the current and projected caseload growth.
- Reduce and eventually eliminate the use of paper documents.
- Replace current labor intensive processes with efficient electronic workflow processes.

After researching what EDMS would fit our needs and would work in conjunction with our current Case Management System, AZTEC, we purchased our EDMS. Our expectations for an EDMS are:

- Integration of the EDMS with AZTEC.
- Integration of the EDMS with existing court automation systems.
- Integration of electronic citations.
- Integration with existing court software, such as For The Record.
- Ability to handle work flow processes.
- Electronic signature capability.
- Indexing criteria.
- Confidentiality.
- Methods other than barcoding to Index.

In July 2007, we began with Phase I of the EDMS project. After the EDMS was installed and set up, we started scanning non-electronic citations that the Court receives, along with any proof or documentation that our Public Service Division accepts in person or through the mail.

As we complete Fiscal Year 2009, we continue to expand the project in our quest to become a paperless court. We are currently in the process of creating an electronic data backup system, which will potentially allow us to discard paperwork once it has been scanned. Also the EDMS is being upgraded, and once the upgrade has been completed, the motions workflow discovery will be installed and tested. By expanding the EDMS into the motion process, we hope to become much more efficient in the way we do business. On the average, one motion is handled by at least six court employees before it has been completed; last year the court processed more than 50,000. By automating the motion process, the Court hopes to process them more effectively and efficiently, while saving staff time.

In the near future, we will be looking to integrate electronic citations and capturing minute entries for civil traffic cases in hopes of becoming a paperless civil traffic court.

Projects

Photo Enforcement

In August 2007, Tucson went live with it's first Photo Enforcement Program. However before going live, thought had to be given to many areas especially since the court did not increase staffing levels. Some of the areas considered included:

- Standardized citation content (with Administrative Office of the Court approval.
- Creation of a "citation packet".
- Special calendar assignment for hearings.
- Public education through media releases, the citation packet and a Frequently Asked Questions (FAQ) sheet posted on the Tucson Police Department's website.
- Electronic transmission of the citations.
- Automated processes to receive and process the citations.
- Bill reconciliation and vendor reimbursement .
- Public viewing of the pictures & film clips.
- Handling of process service fees on Photo enforcement cases.

During the initial two-week period in August 2007, warnings were issued instead of citations. However in September 2007, the program started issuing valid citations for both speeding (11 and over) and red light violations.

The project began with one van and four intersections fitted with cameras (two-directional). The following intersections were chosen for camera installations: Grant/Tanque Verde, Nogales Hwy/Valencia, Oracle/River and 22nd St/Wilmot. In the future, there is a possibility that the program will be expanded.

While the initial project addressed speeding and red light violations, other violations have since been added to the possible charge list; they include expired registration, no valid license, licence plate not visible and seat belt violations.

The number of final dispositions (found/plead responsible and/or

completed Defensive Driving School) peaked in October 2008 at 3,162, but is now showing a downward trend with May 2009 coming in at 2,098 dispositions.

Photo Enforcement citations are unique from other civil traffic violations because they do require process service if the citation recipient fails to waive service. The number of successful process services has steady increased and in FY 2009, we saw an average of 553 services taking place each month.

Projects

The Court has been faced with many challenges regarding our budget this fiscal year and especially next fiscal year. We are continually faced with finding new ways to save money. Below are some of the cost saving measures that we explored in Fiscal Year 2009.

- By changing the format of the twice-daily calendar, we were able to significantly reduce the amount of paper, by 50%, that was required to produce it.
- By consolidating the Warrant Court functions with daily Criminal Arraignments, we were able to reassign staff and a judge to other duties (\$46,800).
- By eliminating the practice of sending out copies of newly issued warrants to defendants, we were able to reduce our postage costs (\$8,000).
- By eliminating the purchase of bottled water for staff and by monitoring all office supply purchases, we were able to reduce our office supply budget (\$18,680).
- By carpooling and/or reducing travel for business and training, we were able to save approximately \$13,000.

In Fiscal Year 2010, we are continuing with the cost saving measures that we implemented last fiscal year. In addition, we looked deeper into our budget and made the following decisions in order to provide more cost saving measures and to further reduce our budget.

- Eliminated 2.0 vacant magistrate positions (\$254,046).
- Eliminated 8.5 vacant staff positions (\$371,087).
- 1.5 vacant staff position savings due to retirements (\$88,639).
- Reduced the Special Magistrate Fund (\$77,330).
- TPD security for the Court will be funded by the City (\$200,000).
- Reduced and/or eliminated equipment maintenance agreements (\$13,400).

Some cost avoidance measures that the Court has taken:

- Video Reviews (\$600,000).
- Local Restoration Program (\$50,000).
- Alternative to Jail Pilot Project (TBD).

Cost Saving Measures

While some costs can be controlled or reduced, as previously outlined, others cannot. The Court has identified several areas where we cannot control costs and where we are currently unfunded or under funded; they are as follows:

- Credit card charges.
- Rule 11, incompetency and mental examinations.
- Arizona State Hospital Restoration of Competency.
- Building maintenance.
- Electronic Document Management System (EDMS) maintenance.
- Bond Card publication.
- Conflict Attorney costs.
- Court Interpreter costs.
- Juror costs.
- Transcription costs for appeals.
- Expert Witness fees.

Although it will be challenging to meet our needs in Fiscal Year 2010, we are fortunate enough to be able to rely on Restricted Funds in order to meet our needs and costs.

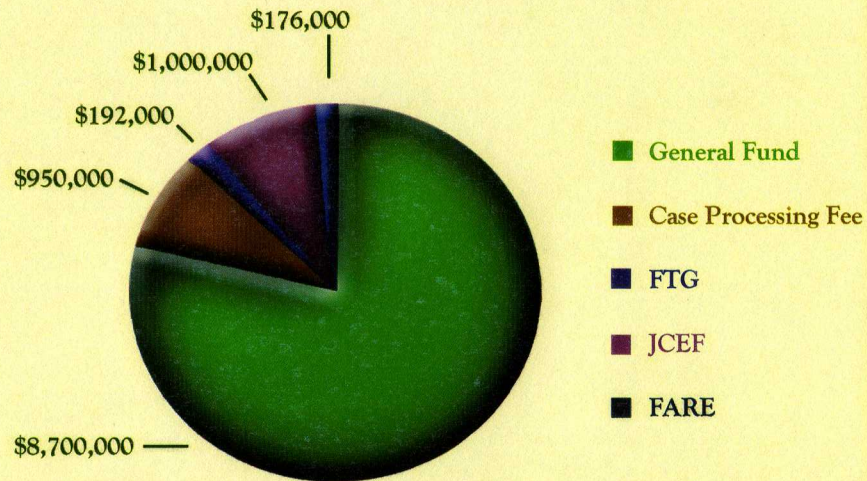
Financial Matters



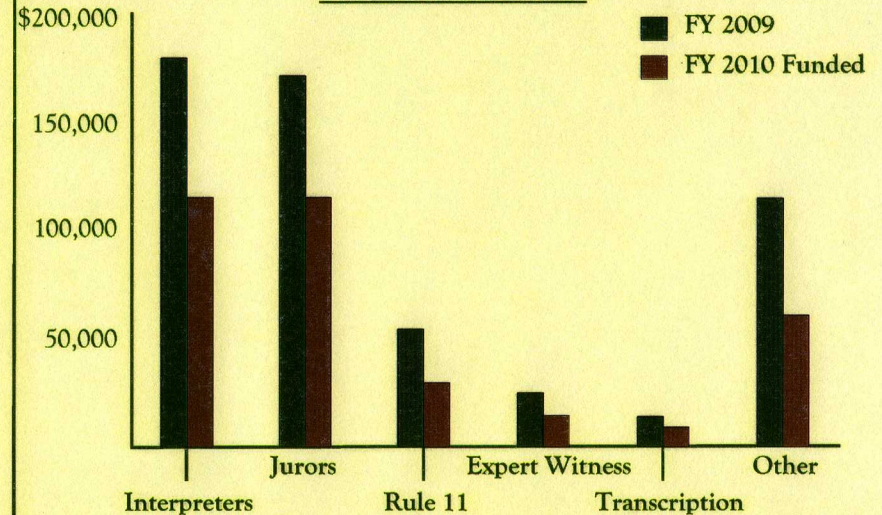
Budget

Fiscal Year 2009

Funding Sources-FY 2010



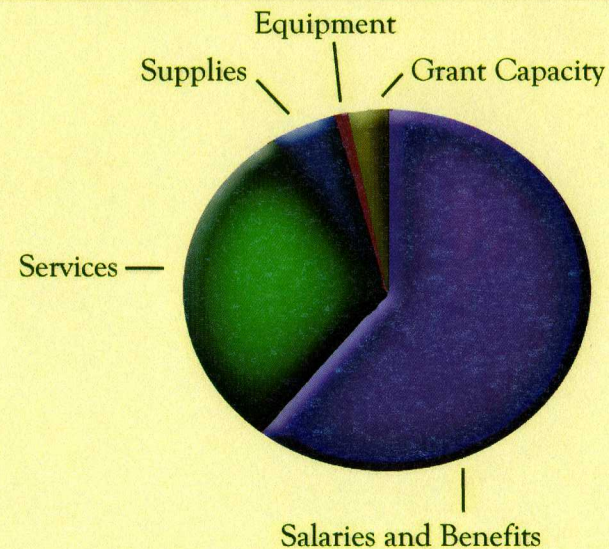
Professional Services



Fiscal Year 2010 Budget

Character of Expenditures:

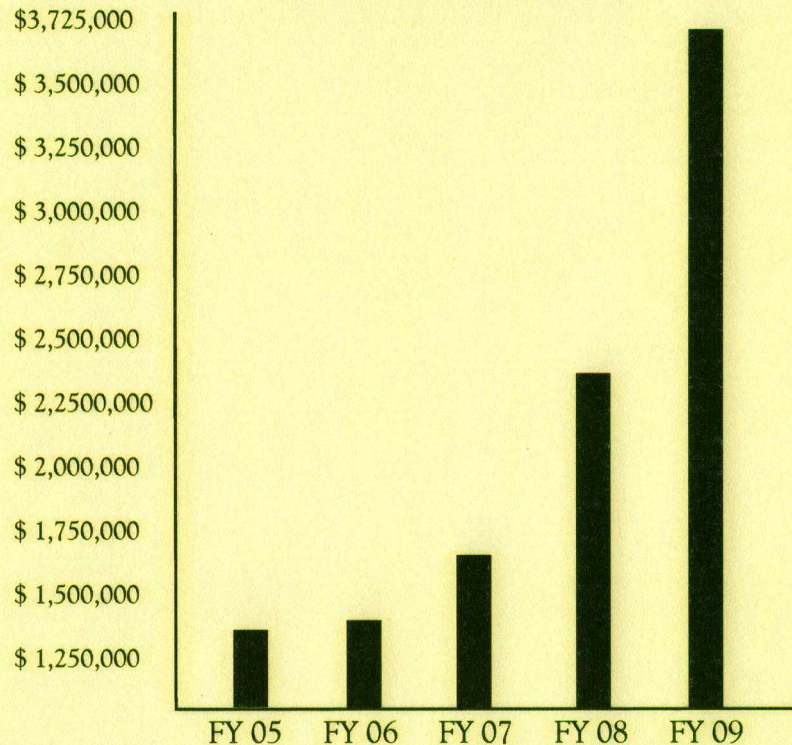
Salaries and Benefits	\$ 7,379,010
Services	3,523,330
Supplies	594,320
Equipment	100,000
Grant Capacity	372,370
Total	\$ 11,969,030



Revenue

Fiscal Year 2009

Defensive Driving Revenue



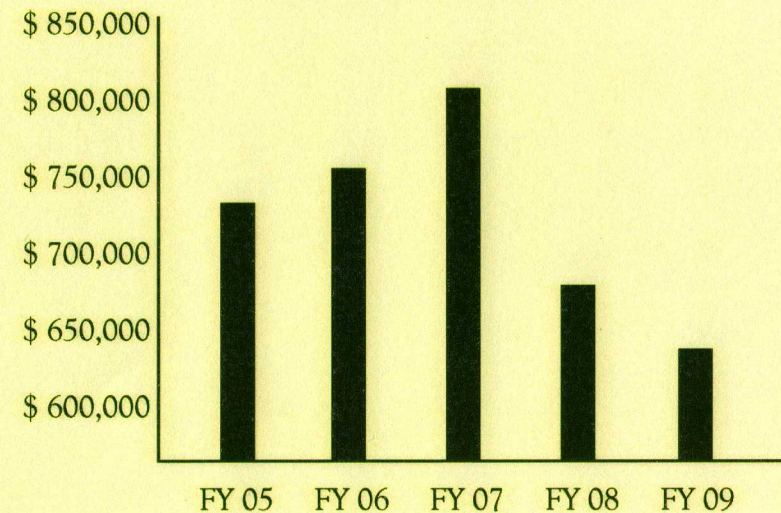
The chart above shows that the Court has seen a dramatic increase in defensive driving revenue since Fiscal Year 2008. We feel that the increase in revenue can be attributed to a fee increase and the addition of the Photo Enforcement Program which began in August 2007. As a result of the program, over 25,000 people have chosen to attend a defensive driving class as a means of resolving a moving violation received via a photo enforcement traffic citation.

Typical Parking Fine of \$72

Distribution	Amount	Percent
City's Portion-Base	\$ 19.13	26.57%
State's Portion-84% Surcharge	\$ 32.87	45.65%
Court's Portion-Case Processing Fee	\$ 20.00	27.78%
Total	\$ 72.00	100%



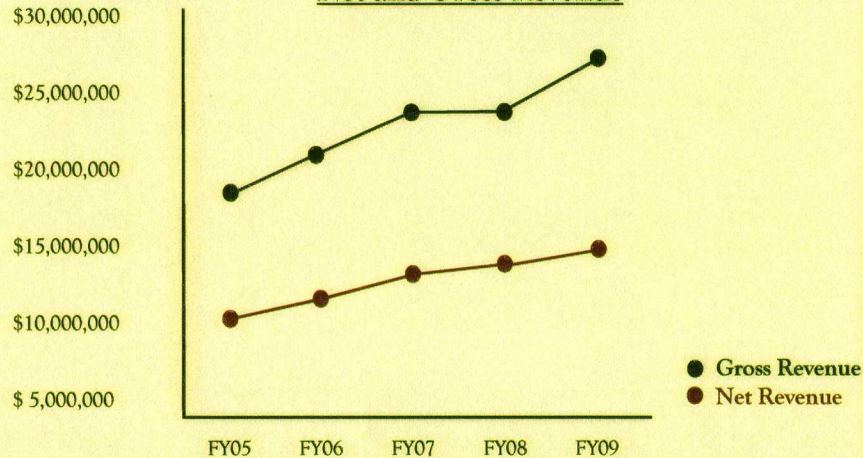
Parking Revenue



Revenue

Fiscal Year 2009

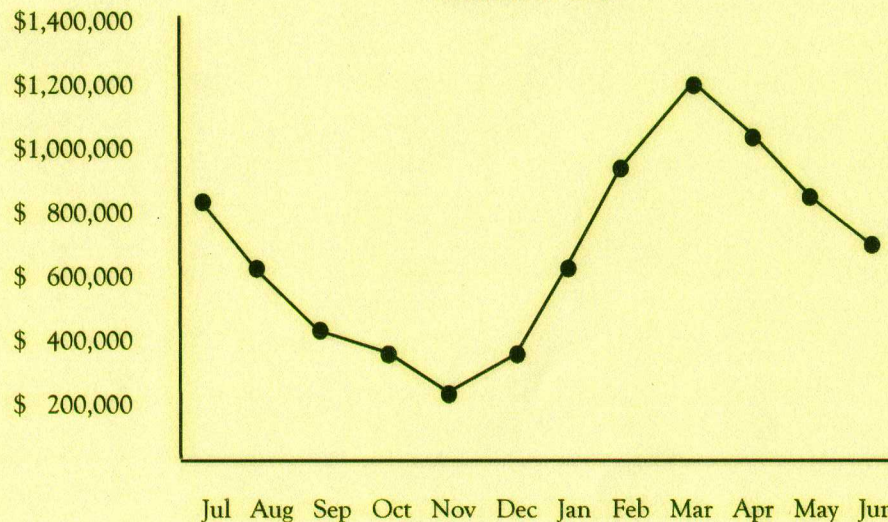
Net and Gross Revenue



Typical Speeding Fine of \$211

Distribution	Amount	Percent
City's Portion-Base Fine	\$ 89.24	42.3%
State's Portion-84% Surcharge	\$ 91.76	43.5%
-\$10 Probation Surcharge	\$ 10.00	4.7%
Court's Portion-Case Processing Fee	\$ 20.00	9.5%
Total	\$211.00	100%

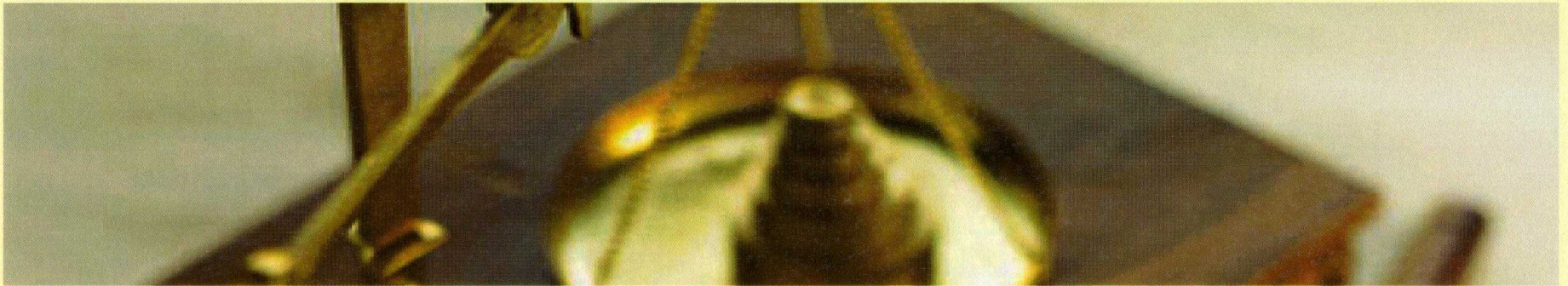
Fines/Fees and Restitution Enforcement (FARE) Revenue
Fiscal Year 2009



FARE/TIPS Program Overview

The Tax Intercept Program (TIPS) is one collection tool that the Fines/Fees and Restitution Enforcement Program (FARE) utilizes in an attempt to collect on unpaid court fines and fees. The TIPS Program intercepts Arizona tax refund checks on those individuals who owe outstanding fines to courts throughout Arizona.

One revenue trend that the Court is aware of since the inception of the TIPS Program, is the fact that FARE revenue collection increases during tax season; the chart on the left helps to illustrate this fact. We have seen a direct correlation between revenue increases and the number of tax intercept checks that we receive during the height of the tax season due to the TIPS Program.



Tucson City Court's Mission Statement

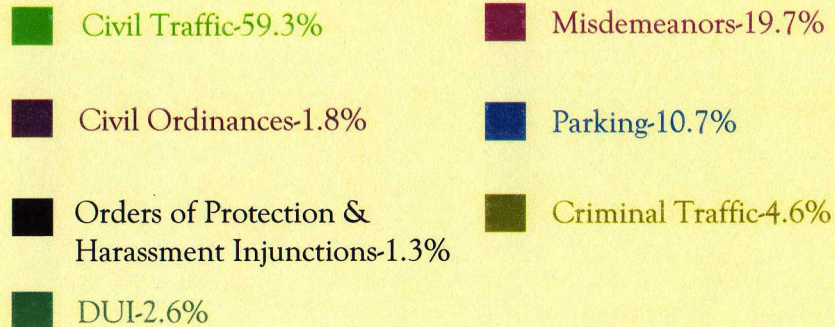
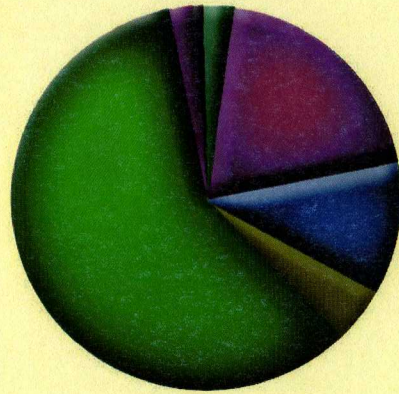
The mission of the Tucson City Court is to serve the community and protect individual rights by providing prompt and fair administration of justice.



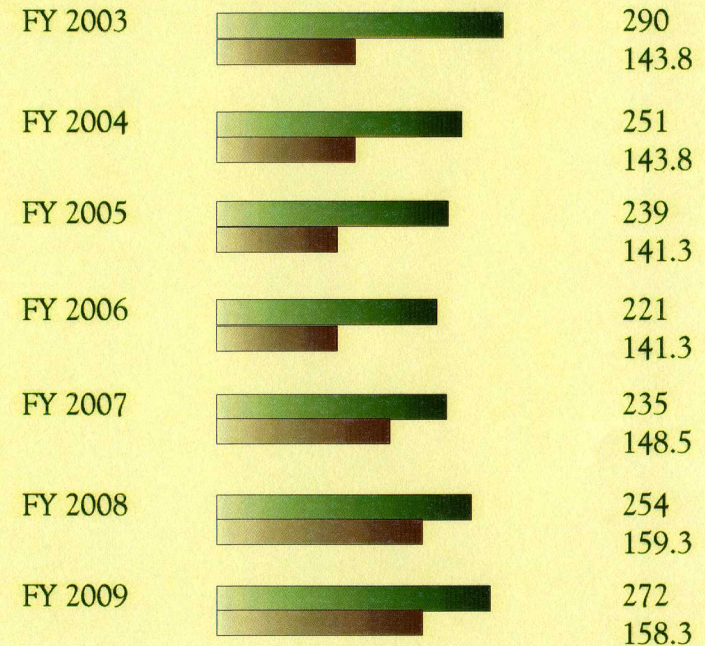
Customer Service

Fiscal Year 2009

Workload



Workload vs. Staffing



Charges Filed (in thousands)

Authorized Positions

Customer Service

Fiscal Year 2009

Motions Filed

FY 2006	33,239
FY 2007	40,750
FY 2008	45,834
FY 2009	53,919

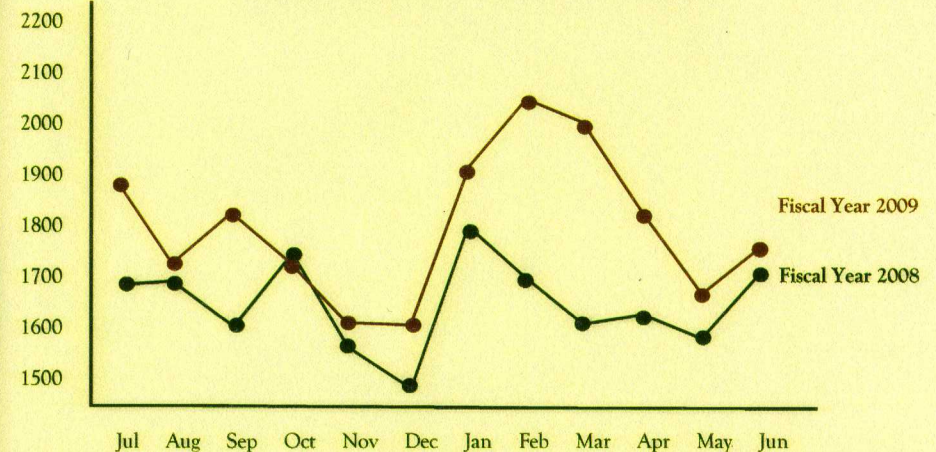
Since Fiscal Year 2006, the number of motions has risen. In FY 2009, 53,919 motions were processed; this number represents all case types that the Court handles.

Motions represent case activity and an expected rise can happen when case filings increase, new programs are implemented or when certain changes occur in court processes.

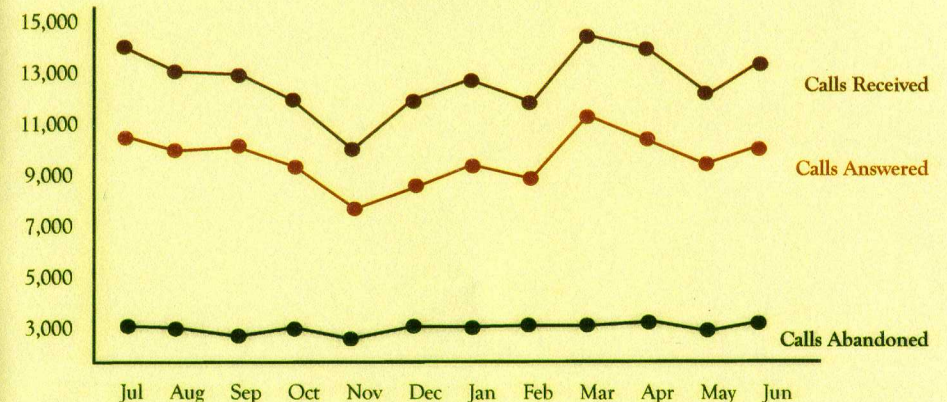
In FY 2010, the Court will be looking to automate much of the manual motion process, saving valuable resources, time and money.



Number of Visitors to Court Building



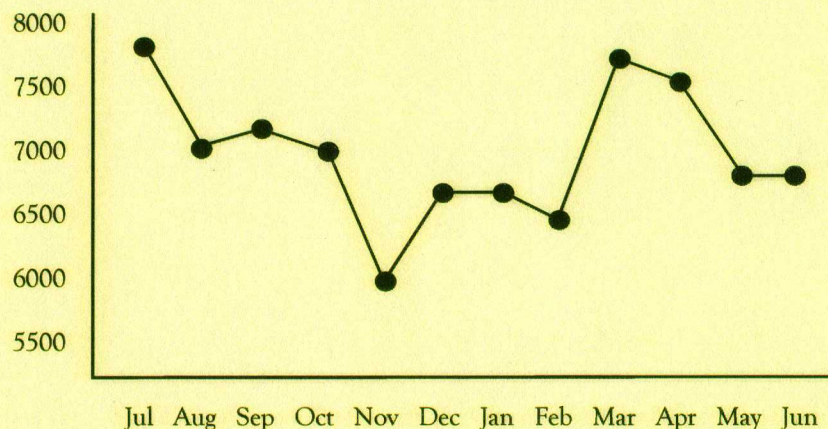
Telephone Calls



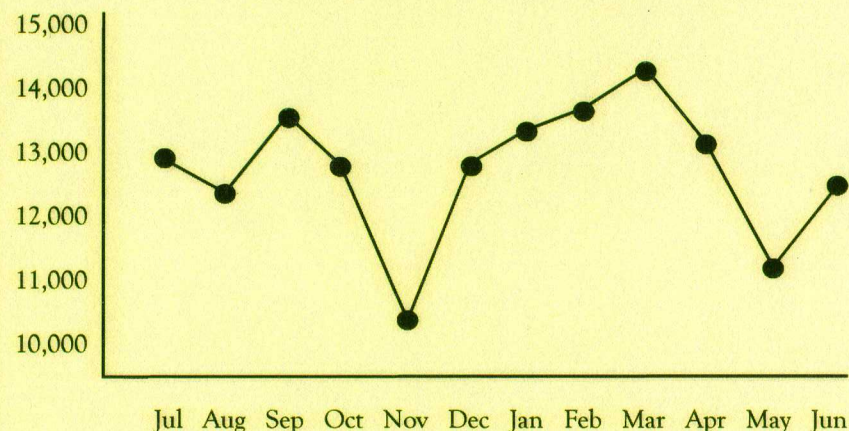
Customer Service

Fiscal Year 2009

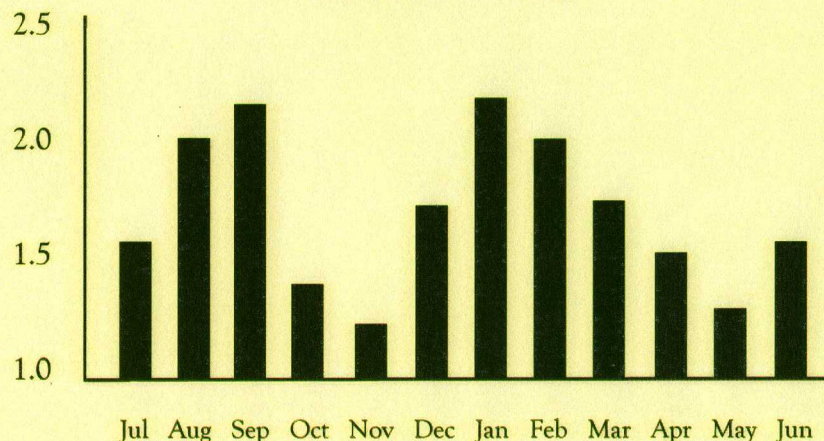
Mail Processed



Customers Served (Public Service Lobby)



Maximum Wait Time (Hrs.)
Public Service Lobby



In Fiscal Year 2009, our Public Service Division assisted 152,762 customers in our lobby. This resulted in clerks spending over 16,738 hours at the windows, helping the public by giving out court information, setting civil and parking hearings, accepting and processing various court-ordered documents and accepting payments.

Although the graph on the left illustrates that the maximum wait time for one individual can be as high as 2 hours, 12 minutes, the average wait for most citizens is closer to 30 minutes.

In addition to assisting the public at the windows, Public Services also provides customer service to individuals inquiring by telephone (see graph on previous page) and citizens filing Orders of Protection and Injunctions Against Harassment.



Tucson City Court
103 E. Alameda
Tucson, AZ 85701
(520) 791-4189
www.cityoftucson.org/courts/



Antonio Riojas, Presiding Magistrate

Joan Harphant, Court Administrator

